

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application. Please amend claims 2 and 8, as follows:

Listing of Claims:

1. (Cancelled)

2. (Currently amended) A computer readable medium having instructions stored thereon for causing a computer to perform a method for assigning an order to an opening in a schedule after a customer has selected an appointment window in the schedule, wherein the opening and the appointment window are specified, the method comprising:

generating a list of schedulable time blocks for a shift identified in the opening, the schedulable time blocks having at least one of a free time block and a virtual free time block and defining a range of time having openings to which the order can be assigned, the virtual free time block representing an amount of time in which an order may be assigned by bumping assigned orders in a shift;

intersecting the opening and the appointment window to obtain a time range defined by the overlap of the opening and the appointment window; and

choosing the opening in which to assign the order if a schedulable time block from the list of schedulable time blocks includes the opening, and wherein the opening is within the time range.

3-7. (Cancelled)

8. (Currently amended) A computer readable medium having instructions stored thereon for causing a computer to perform a method for assigning an order to a schedule after a customer has specified an appointment window in the schedule, the method comprising:

checking a list of openings for overlap with the appointment window;

generating a list of schedulable time blocks if there is no overlap, each of the schedulable time blocks in a list having at least one of a free time block and a virtual free time block and defining a range of time having openings to which the order can be assigned, the virtual free time block representing an amount of time in which an order may be assigned by bumping orders already assigned in a shift of the schedule; and

assigning the order to the schedule if there is an opening in the list of openings that overlaps with the appointment window or an opening in the list of schedulable time blocks that overlaps with the appointment window.

9. (Original) The method of claim 8, further comprising updating a tour time of the shift, wherein updating includes incrementing the time required to travel to the order and from the order to a next order, wherein updating includes incrementing a booked time for the shift by an amount of time needed for traveling to the order and an amount of time needed to work on the order, and wherein updating includes adjusting a load level of the shift to account for the order.

10. (Original) The method of claim 9, further comprising aggregating at least two orders according to an aggregation criteria.

11. (Original) The method of claim 10, further comprising defragmenting a set of free time blocks in the shift.

12. (Original) The method of claim 11, further comprising committing the shift, which has been modified to fit the order, to a database.